

26<sup>th</sup> November 2020



Dear Customer,

We hope that you and your families are keeping safe and well during the pandemic. Please find below the latest updates in relation to the response to Covid-19(Coronavirus).

### COVID 19 update

When lockdown ends next Wednesday 2<sup>nd</sup> December, North Yorkshire has, like the majority of areas in the UK, been placed in Tier 2 (High risk) for COVID 19.

In tier 2:

- you must not socialise with anyone you do not live with or who is not in your support bubble in any indoor setting, whether at home or in a public place
- you must not socialise in a group of more than 6 people outside, including in a garden or a public space – this is called the ‘rule of 6’
- businesses and venues can continue to operate, in a [COVID-Secure](#) manner, other than those which remain closed by law, such as nightclubs
- pubs and bars must close, unless operating as restaurants. Hospitality venues can only serve alcohol with substantial meals
- hospitality businesses selling food or drink for consumption on their premises are required to:

- provide table service only, in premises which sell alcohol
  - close between 11pm and 5am (hospitality venues in airports, ports, transport services and motorway service areas are exempt)
  - stop taking orders after 10pm
- hospitality businesses and venues selling food and drink for consumption off the premises can continue to do so after 10pm as long as this is through delivery service, click-and-collect or drive-through
- early closure (11pm) applies to casinos, cinemas, theatres, museums, bowling alleys, amusement arcades, funfairs, theme parks, adventure parks and activities, and bingo halls. Cinemas, theatres and concert halls can stay open beyond 11pm in order to conclude performances that start before 10pm
- public attendance at outdoor and indoor events (performances and shows) is permitted, limited to whichever is lower: 50% capacity, or either 2,000 people outdoors or 1,000 people indoors
- public attendance at spectator sport and business events can resume inside and outside, subject to [social contact rules](#) and limited to whichever is lower: 50% capacity, or either 2,000 people outdoors or 1,000 people indoors
- places of worship remain open but you must not socialise with people from outside of your household or support bubble while you are indoors there, unless a legal exemption applies
- weddings and funerals can go ahead with restrictions on numbers of attendees – 15 people can attend wedding

ceremonies and receptions, 30 people can attend funeral ceremonies, and 15 people can attend linked commemorative events such as wakes or stonesettings.

- organised outdoor sport, and physical activity and exercise classes can continue
- organised indoor sport, physical activity and exercise classes will only be permitted if it is possible for people to avoid mixing with people they do not live with (or share a support bubble with). There are exceptions for indoor disability sport, sport for educational purposes and supervised sport and physical activity for under-18s, which can take place with larger groups mixing
- you can continue to travel to venues or amenities which are open, but should aim to reduce the number of journeys you make where possible
- if you live in a tier 2 area, you must continue to follow tier 2 rules when you travel to a tier 1 area. Avoid travel to or overnight stays in tier 3 areas other than where necessary, such as for work, education, youth services, to receive medical treatment, or because of caring responsibilities. You can travel through a tier 3 area as a part of a longer journey
- for international travel see the Foreign, Commonwealth and Development Office [travel advice](#) for your destination and the [travel corridors list](#)

For further information on the local alert level and what this means you can check online at

<https://www.northyorks.gov.uk/local-covid-19-alert-level-and-restrictions>

As the pandemic continues, we have a wide range of measures in place to protect our customers and staff from the virus, including:-

- All care staff have full PPE (IIR masks, gloves aprons, eye protection) plus 70% alcohol hand sanitiser, also visors if required. Staff issued with bag to protect their PPE.
- We do not accept hospital discharges without a negative COVID test
- Individual risk assessments completed for all staff who may be vulnerable
- All care staff have had refresher training including infection control
- No staff sharing vehicles
- Full office risk assessment in place as per HSE requirements
- No sharing of office equipment including pens
- Care staff attending office wear masks and socially distance, all carers and other visitors to site must book appointments to minimise footfall
- Supervisions, reviews etc done remotely where possible
- Office staff split into A and B teams to assist social distancing – half team work from home on alternate days
- If office staff tested positive, the group would need to self isolate

- Glass screens in place for all office staff and in training room
- Increased ventilation – windows door open if practicable
- No hot desking
- Use of outdoor space for breaks wherever possible
- Touch free Hand sanitiser stations x 3 in office
- Signage and mats in place regarding social distancing, hand washing, hand sanitiser
- Increased cleaning regime
- Professional waste disposal
- Temperature checking at office entrance
- Increased hand washing facilities - antibacterial hand wash no touch dispenser paper towels
- Appropriate disinfectant spray and disposal cloths in line with COSHH
- PPE stock managed by Directors to ensure adequate supplies
- Any staff testing positive need negative test before RTW
- All staff aware of need to self isolate if have symptoms / positive test
- Regular monitoring of guidelines via Gov.uk and webinars with Head office, Local Authority

## **Important Update**

**We will from next week have the ability to test our care staff weekly for COVID 19 and are just awaiting the kits to arrive from the government.**

**This, together with the recent announcement on vaccine research is encouraging news.**

### PPE (Personal Protective Equipment) – Bluebird Care Update

Official guidance on the use of face masks and other PPE in social care settings has **not** changed since our last letter to you. Therefore, our Carers will continue to wear all other PPE as per last letter. Please be aware that carers need soap and hot water available when they visit you, in order to thoroughly wash their hands before using their gel. This is in line with government advice, and we have issued specific guidance to our staff on handwashing.

We have ample stocks of PPE and have established reliable supply lines however we remain vigilant and all stocks of PPE are reviewed on a weekly basis.

We will send updates on a regular basis but in the meantime, please call us if you have any concerns. Our telephone number is 01845 440271. Our offices remain open as usual.

Kind Regards,

Heather Price, Director

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